



**PATENT
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

RECEIVED

SEP 27 2001

Technology Center 2100

In Re Application of:

BILLER, *et al.*

Group Art Unit: 2152

Serial No.: 09/825,298

Examiner: NOT YET ASSIGNED

Filed: April 2, 2001

Docket No.: 51207-1030

For: System and Method for Exception Handling

PRELIMINARY AMENDMENT

Assistant Commissioner for Patents
Box: Patent Application
Washington, DC 20231

Atlanta, Georgia

Sir:

In regard to the above-referenced application, the Applicants submit the following preliminary amendments and remarks to be respectively entered and considered prior to examination.

It is not believed that extensions of time or fees for net addition of claims are required, beyond those that may otherwise be provided for in documents accompanying this paper. However, in the event that additional extensions of time are necessary to allow consideration of this paper, such extensions are hereby petitioned under 37 C.F.R. § 1.136(a), and any fees required therefor (including fees for net addition of claims) are hereby authorized to be charged to Deposit Account No. 20-0778.

103111-13522260

IN THE SPECIFICATION

Please replace the claim to priority and related application paragraph on page 1, line 9 with the clean copy paragraph as follows:

CLAIM OF PRIORITY AND CROSS REFERENCE TO RELATED APPLICATIONS

This application claims the benefit of U.S. Provisional Patent Application entitled "Targys System," filed March 31, 2000 and having serial no. 60/193,422, and copending U.S. Utility Patent Application entitled, "Customer Care and Billing System," having attorney docket no. 51207-1070, filed on March 28, 2001, which also claims priority to European Patent Application No. 00106948.3-2201, entitled "Customer Care and Billing System," filed March 31, 2000, all of the foregoing of which are now pending and are incorporated herein by reference.

REMARKS

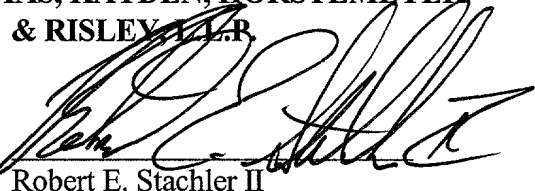
Applicants inadvertently claim priority benefits of German Patent Application instead of the correct European Patent Application serial number 00106948.3-2201. Accordingly, the specification has been amended to correct this language after the title indicating that the instant application claims priority of the latter.

Favorable action in regard to the application is earnestly solicited.

Respectfully submitted ,

**THOMAS, KAYDEN, HORSTEMEYER
& RISLEY, L.L.P.**

By:


Robert E. Stachler II
Reg. No. 36,934

100 Galleria Parkway, NW
Suite 1750
Atlanta, Georgia 30339-5948
(770) 933-9500
(770) 951-0933 (Facsimile)

ANNOTATED VERSION OF MODIFIED SPECIFICATION TO SHOW CHANGES

MADE

CLAIM OF PRIORITY AND CROSS REFERENCE TO RELATED APPLICATIONS

This application claims the benefit of U.S. Provisional Patent Application entitled "Targys System," filed March 31, 2000 and having serial no. 60/193,422, and copending U.S. Utility Patent Application entitled, "Customer Care and Billing System," having attorney docket no. 51207-1070, filed on March 28, 2001, which also claims priority to [German] European Patent Application No. 00106948.3-2201, entitled "Customer Care and Billing System," filed March 31, 2000, all of the foregoing of which are now pending and are incorporated herein by reference.